

TONBRIDGE & MALLING BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

16 August 2018

Report of the Chief Executive

Part 1- Public

Matters for Information

1 LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN – ANNUAL REVIEW LETTER 2017/18

To set out the annual report of the Ombudsman regarding complaints received and dealt with over the past year.

1.1 The Annual Letter

1.1.1 Each year, the Ombudsman provides Councils with a report of the formal complaints he has dealt with and the outcomes of those complaints.

1.1.2 Attached as Annex 1 to this report is the letter that covers the period 2017/18 along with information on each complaint dealt with. It is of note that, of the complaints dealt with by the Ombudsman over the past year, there were no judgements against the Council, with five complaints closed after initial enquiries, three referred back for local determination and one case formally considered by the Ombudsman but not upheld.

Background papers:

contact: Mark Raymond

Nil

Julie Beilby
Chief Executive